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TRANSITION TO INTERNET-ONLY MANUAL

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Tuesday
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PARTICIPANTS

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P R O C E E D I N G S

[1:35 p.m.]

THE OPERATOR: Ma'am, you may begin.

MS. ROULAC: Thank you, Cecily.

This is Hazeline Roulac. I am from the Provider Communications Group at CMS in Baltimore. I would like to welcome everyone to this call. This call will focus on the Internet-Only manual transition.

The presenter will be speaking from a PowerPoint presentation that was posted to MedLearn for you to download prior to this call so that you could follow along. That PowerPoint presentation is located at www.cms.hhs.gov/medlearn/internetmanual.asp .

Before we begin, I would like to have each person here in the room at CMS introduce themselves and say what component they are with.

MR. CLYBOURN: I'm Olen Clybourn, acting director of Division of Issuances with the Office of Strategic Operations and Regulatory Affairs.

MS. WALKER: I'm Angela Walker, and I'm also with the Office of Strategic Operations and Regulatory Affairs.

MS. Randall: I'm -- Ursula Randall. I'm with CMM, Provider Billing Group.

MR. [name]: [Inaudible].

MS. Stillwell-Deaner: Chrissy Stillwell-Deaner-- Provider Communications Group.

MR. MARSH: -- Ward Marsh, Change Management Division.

MR. HINSON: Jeff Hinson, acting director of the Division of Change Management, CMM.

MR. Nock: Doug Nock, acting technical advisor for the Division of Change Management.

MS. DAVIS: Eileen Davis from the Office of Clinical Standards and Quality.

MR. McBeath: Billy McBeath, Provider Communications Group.

MS. ROULAC: Hazeline Roulac, Provider Communications Group.

Thank you, everyone. At this time, I would like to turn the call over to our presenter, who is Olen Clybourn with the Office of Strategic Operations and Regulatory Affairs. Olen will be speaking from the PowerPoint presentation.

Presentation

Olen Clybourn

[PowerPoint presentation.]

MR. CLYBOURN: Good afternoon. This afternoon, I will give you a brief overview of the background on the Management Project, and the advantages of the Internet-Only Manual, the organizational structure from the pub numbers and titles, the various crosswalks to use with this manual, the types of products we're going to communicate to you, and a quick demonstration on how to navigate the website. Then I will entertain any questions you should have.

The Office of Strategic Operations and Regulatory Affairs was the project lead for this project. There were representatives from the providers, the provider assistant community, the contractor community, the regional office, the members from the CMS central office components. They were tasked to come up with a methodology to streamline the paper-based manual.

This project actually began in 1996, and their objective was to consolidate the paper-based manuals into a single source of information for the providers, the contractors, and their intermediaries, and also for the state agencies.

From 1996 to 1999, they were able to publish eight manuals and convert 40,000 pages of paper text into the HTML code so that you could download this information from the website.

This project was placed on hold in 1999 due to new Medicare legislation. However, in 2000, this project resumed, and once again, the objective was to continue to consolidate the paper-based manuals into one source for the end users and have this project completed by September 30th of this year.

There are some attributes that basically fell out from this project: the project is going to be a paperless system; it is going to actually eliminate 40,000 pages of paper text and replace it with 5,000 pages of electronic text. This is not because we have just gone to an electronic medium, this is because we will be able to eliminate a whole bunch of duplication across the various manuals.

Another attribute is that it is going to be a web-based system, which actually is going to lead us into some of the advantages, which is on the next slide, Slide 4.

One of the advantages is ease of accessibility. This is one-stop shopping. It is a single system, where you can actually locate program instructions instead of going to various sources, and like I said, it is available 24 hours a day on the Internet.

A major advantage is that the business requirement will accompany the manual instruction. Every time there is a business requirement to a manual that impacts the manual, you will receive a business requirement and a manual update.

This is also going to help us with contractor reform, a new legislation that is pending at this time. Actually, doing a business requirement is a step in the right direction for contractor reform, which is why the manuals basically are structured the way they are, which is going to be identified on Slide 5, the structure.

The manuals are structured by functionality. They are organized by functionality. Eligibility, entitlements, claims processing, benefits policy, or program integrity, are just a few examples. They are no longer segregated by provider type. There is no longer a hospital manual, there is no longer a skilled nursing facility manual, because they had to consolidate it into other manuals by functionality.

Another advantage of the structure is the files are going to be placed in a PDF format. PDF is going to help us maintain the integrity of the data. However, there are some files that will be placed on the Net that are HTML that were actually published from 1996 to 1999. Some of those files are still converted to HTML, but eventually they will be in PDF format.

Also, when you go up on the Net you will be able to look at the files in a Word format. It will be in a zip Word file, which you can actually download and save to your working directory and make your manual a Word file from that point.

Once again, the structure is a web-based system. If you look on your slide there, you will see the URL there. You can click on that URL and view it online, or you type that URL in there and that will take you to the page with the pub titles, pub numbers, which is the next slide.

This is just a listing of the pub numbers and the pub titles, which is on page 6 of this briefing. They run from Pub 100-1 through Pub 100-20. Pub 100-1 through Pub 100-9, with the exception of Pub 100-7, the pub numbers and titles were generated by the workgroup. The workgroup generated these titles based on this information being housed in the rest of the other paper-based manuals.

This information used to be in a hospital manual, the SNF manual, the Medicare manual. It used to be in every manual. So they just took it that these pub numbers and titles need to be one location. So you no longer have to go to the hospital manual or SNF manual to find general information, you just go to this one manual for it.

The rest of the manuals are basically one for one. I call them the specialty manuals. You still have your same Medicaid manuals. Basically, the information came from one manual to one manual. They are one for one specialty manuals, which is going to lead me into the various crosswalks which is going to be identified on page 8.

The type of crosswalks you will see, you have a very high-level crosswalk, which is identified by pub numbers; you have a crosswalk from a paper-based manual to the new Internet-Only manual; and then you have a detailed crosswalk.

The next page is 9. It talks about the high-level crosswalk. The high-level crosswalk, basically, identifies Pub 100-1 through Pub 100-20. The first page of this crosswalk identifies what manuals made up these functional manuals.

If you look at your handout, you will actually see on the Internet-Only manual side it says "Functional." Those manuals, Pub 6 to Pub 60AB made up those manuals from Pub 100-1 through Pub 100-9, with the exception of Pub 100-7.

To further illustrate it, we go to the next slide, where it says "Slide 10." This is still a high-level crosswalk. It tells you all those manuals right there, with the -- pointing to 100-4. It states that information was taken out of every one of those manuals to make the Claims Processing manual. This is true with every one of those manuals, from Pub 100-1 through Pub 100-9. Information was taken out of every one of those manuals to make those manuals, with the exception of, once again, Pub 100-7.

The next slide is a continuation of the high-level crosswalk is on Slide 11. It actually tells you this is a one-for-one crosswalk. Pub 100-7 of the new Internet-Only manual came from Pub 7. It's one for one. Pub 100-12 and -13, Pub 45 made those up; a one for one crosswalk.

Page 12 is just a continuation of the high-level crosswalk. Pub 100-16, Pubs 75, 76, and 77 made that pub up. As you can see, we no longer will have to update 75, 76, and 77. We update only Pub 100-16.

The next crosswalk on page 13 is the crosswalk from the paper-based manual to the new Internet-Only manual. When you go to the old paper-based manual on the website and you click on "paper-based manual," and you go to the table of contents of the manual you are looking for, where the information moved to, you bring up the table of contents and it takes you from old to new.

For instance, on this slide here. This is Chapter 1 of the Hospital manual. You look at Chapter 1 of the Hospital manual, if I'm looking for the introduction, I know the introduction used to be in the old Section 100. Well, this information has now moved to Pub 100-1. The new section is going to be Section 10 and Section 20, is where that information went to.

Every one of the old paper-based manuals will eventually have a crosswalk from old to new. We anticipate having this up and live by not later than the 17th of October, from old to new. Some have it at this time, but not all.

The next crosswalk you have, on page 14, is a very detailed crosswalk. This crosswalk tells you, for instance, the new chapter of this manual is Chapter 1, the new section is Section 10. If you go straight across that line there, it tells you everything that made up that section.

When you actually bring up the Internet-Only manual and you look at the second-to-the-last line, "Releases," the line that we just updated, every section is going to have that crosswalk annotated at the beginning, telling you where that information came from to make up that section. That is a very detailed crosswalk. It tells you what made up that information.

Every time we get ready to actually retire something from the old paper-based manual, once we update it into the new manual, you will receive a transmittal sheet telling you that this information has just now been moved to the new manual.

That brings us to the next slide that is identified as "Products that We Communicate to You." We will communicate to you a transmittal sheet, business requirements, a confidential requirement, one-time notification template, and manual instructions. Those are the types of vehicles you will see us communicate to you.

There is a new policy that is going into effect tomorrow, actually when this manual goes live. If a business requirement impacts a program instruction that is in one of the manuals, the corresponding manual will be updated along with the business requirement.

Once again, this information will be reflected on your transmittal sheet.

The next slide is a sample of the transmittal sheet. Every pub, from Pub 100-1 through Pub 100-20, has its own unique transmittal sheet. Remember that. Every pub has its own unique transmittal.

Every time there is a revision, a deletion, an addition, you will receive a transmittal sheet, whether for a manual instruction, a business requirement, a confidential requirement. You will still receive a transmittal sheet.

The transmittal sheet is our communication vehicle. It will come with every piece of communication we send to you.

Section 1 of the transmittal sheet actually, basically, is a summary of changes. When you receive a transmittal sheet, if you look at the summary of changes, this tells you what is about to happen with this manual or business requirement or confidential requirement. It is a summary of what is getting ready to happen.

The next slide is Slide 18, which is still a continuation of the transmittal sheet.

Section 2 of the transmittal sheet is basically a schedule of changes. This block here tells you what we revised, what was deleted, what was added, what is new to the manual. We will tell you if we revised something in Chapter 9, Section 10.2, and the title was "Claims Processing." That will tell you what we did, if we revised it, if we added it, or if we deleted it.

Section 4, it states "Attachment." Every time you receive a transmittal sheet, you will receive one of the attachments, whether it is a business requirement, manual instruction, or confidential requirement, or a one-time notification. You will receive something there; something will always be marked in that box when we communicate to you.

The next slide is actually a sample of the templates. Every template is basically the same: one-time notification, business requirement, confidential requirement, they're all the same. The only exception is, a business requirement does not have a subject line. That's the only difference in the templates.

Every one of the templates are formatted and set up in the business requirement style format. So once again, this is going to help us when it comes to contractor reform because we will be writing things in the business requirement format.

Page 19-This is still Section 1 of the template. Basically, it is nothing but the general information section. It tells you what is getting ready to go on about this project.

Section C on page 20, "Provider Education." "Provider Education" will always have a statement listed on these templates. That is their statement. If a "Provider Education" doesn't have anything on that point, "none" will go in that block.

Section 2, the "Business Requirements." This is where it will actually list the business requirements. This is a table. It could be one through 40. It could be just one, like this one here.

Section 3, the "Supporting Information, Possible Design Considerations." If there is anything that they need to add, they would just add it in that section there. That actually enhances the "Business Requirements" section.

Page 22. In Section 4, you will actually find your schedule, when it is supposed to be implemented, the pre-implementation and the post-implementation dates. Also with that, we have the point of contact, who you can contact, on there.

Basically, everything that we actually communicate to you will be placed on the website. We would be communicating to you, and all this information will be sent out in advance copies. Everything we communicate to you will be actually placed on the website.

So the next portion of this presentation, I'm going to just walk you through a static demonstration of how to navigate the website.

The website address -- you see it on the slide -- is www.cms.hhs.gov/manuals . That's the URL for the manuals. After you type that URL in there or click on it, it is going to bring you to this page.

The first page is going to be your Medicare or Medicaid program instructions. This is on page 24. That there just tells you a little bit about the program. This is the first half of that page.

If you went to page 25, you would see the four different boxes, the "Paper-based Manuals," the "CMS Manual System," the "Program Transmittal," and the "Program Memorandum." That is where you would actually launch into to find out about the program.

The "Paper-based Manuals" is if you wanted to go from the old to new, look at the table of contents. You'll go to the "Paper-based Manuals," go to the manual you're very familiar with, and go from the old chapter, and it would tell you when we moved the information to the new manual.

The new box here with the new information is the "CMS Manual System." If you click on the "CMS Manual System," it is going to take you to page 26. It is actually just going to give you an index of the pub numbers, from Pub 100-1 through Pub 100-20.

Once you click on "Pub 100-1," for the purpose of the demonstration, it is going to actually take you to the general information, eligibility, entitlement table of contents. You just click on "Chapter 1," which is going to be page 28, and it is going to take you to the general information overview. Then you click on "Sub Section 10," and it brings you to that section in the manual where the text is. That is all it is to actually open it up and go on to find your information on the new manual.

I'm on page 30. If you had any problem while you were actually going through the website, there is a feedback site. If you look at the feedback site -- it says "Feedback and Customer Service" -- there are four boxes there: "Frequently Asked Questions 1 through 4." If none of that information or those resources there can help you, you look down at the bottom of this page there is something that says "Site Feedback." You click on "Site Feedback," and turn to page 31, that is the feedback site. Just fill that information out there, send that information back to us, we will respond.

That is basically the quick demo on how to navigate the website. Now I guess we will go through the question period.

Question and Answer Session

MS. ROULAC: Thank you, Olen.

I just want to remind everyone before we start the question-and-answer session that this call is being recorded and transcribed. When you ask your question, please identify yourself and where you're calling from. When you respond to the question, please let us know who is responding to the question.

Operator, you may open the call for questions.

THE OPERATOR: Thank you.

If you want to ask a question, simply press "*1" on your touchtone phone.

Our first question is from Rochelle Knight.

QUESTION: Yes, this is Jane Hillman from -- Midwest. I have a question regarding our local medical review policies.

We currently reference a lot of times our manual references in the national coverage policy section of our LMRPs. These are also posted out on a national website. I wondered, are we supposed to go back and make revisions to the references, or is it sufficient to be able to use the crosswalk and ask providers to do that?

MR. CLYBOURN: The best thing to do is, basically, you may have to eventually go back and update the references to the new Internet-Only manual because eventually the paper-based manuals are going to be retired.

QUESTION: How soon is "eventually"?

MR. CLYBOURN: Excuse me?

QUESTION: How soon is "eventually"? As we do our next revision to an LMRP, or will there be a time frame? Or is this something that Program Integrity should determine?

MR. CLYBOURN: LMRP?

QUESTION: Local Medical Review Policies.

MR. CLYBOURN: That information is already in the new manual format, isn't it?

QUESTION: No, these are medical review policies that each of the intermediaries or carriers develop for local interpretation, but they're published out on a national database. There is a required format that we have to use. Under the CMS National Coverage

Policy section, there are a lot of times where we reference the information that we used in developing the local policy.

MR. CLYBOURN: This is Olen again. Let me do some research on that and try to get back with you on that on there.

QUESTION: Okay. I would appreciate that.

I also have a question regarding, in the "Provider Education" section, you have in here about posting to our website. Does this also mean the National Articles Database website that we're required to publish new information for? Or will that automatically be done because it would affect all providers?

MR. CLYBOURN: Currently, do you post information to that website at this point?

QUESTION: Yes.

MR. CLYBOURN: This is Olen.

MS. Stillwell-Deaner: Hi. This is Chrissy with Provider Communications. The National Database is a repository in nature, but what you're using as a summary for a particular instruction or transmittal would not go into that database.

QUESTION: Okay. Thank you.

THE OPERATOR: Thank you.

Our next question is from Jeannine Bouchard [ph.]

QUESTION: Hi. This is Kathy Jordan, and I'm calling from Maine. My question is, does this mean that the paper manuals that we now have are going to be obsolete?

MR. CLYBOURN: Yes.

PARTICIPANT: It has been obsolete for 20 years.

[Laughter.]

MR. CLYBOURN: This is Olen.

QUESTION: My other question is, in the last two weeks --

MR. CLYBOURN: Excuse me. Let me answer your first one. This is Olen.

As far as your paper manuals, most of the information has moved over to the new Internet-Only manual. However, there may be some policy in the paper-based manual you still may need to refer to at this point, but you will know that once you actually went to the website. For instance, the Medicaid side of the house, a lot of their manuals have not been converted over at this point, but you will still have to refer to the paper-based manual for that type of policy. That would be for reference purposes only.

QUESTION: Do you have an obsolete date?

MR. CLYBOURN: Not at this time I don't, no. It will still fit for reference purposes maybe for about a year, maybe a couple years. Just for reference, though, unless the paper manual has not been converted to the Internet.

QUESTION: I have another question. I received in the last two weeks about 16 boxes of the paper transmittals that we usually send out to our providers. So I'm wondering why I'm receiving these if all this information is going to now be on the manuals on the Internet?

MR. CLYBOURN: That is a flaw in the system, with the paper-based system, because those instructions you received were based upon when the money was available to print them. A lot of them probably have dates of May, probably to April, probably October. That information has already been incorporated on the Internet and in the paper-based manual, but you're just now receiving your copies because of a funding issue.

As far as sending them out to the providers, they may need it for background material one day because, as of today, that information, if it has been manualized, is obsolete.

QUESTION: Is there any way we can have these stopped? Have you put that in?

MR. CLYBOURN: They will stop as of today, but remember, the paper-based manual is still the official manual until September 30th. Anything that we actually printed will, basically, probably be sent to you, if it is down in our printing shop, because the paper-based manuals were the official manuals until today. So that is still official policy until today.

QUESTION: So, everything should be mailed?

MR. CLYBOURN: Excuse me?

QUESTION: Everything should be mailed?

MR HINSON: Still continue to mail out the others.

MR. CLYBOURN: Yes, at this point. On October 1st, you won't receive any paper-based manuals. You'll get only the Internet ones.

QUESTION: So I guess I'm a little confused. So we're going to send out these old revisions that we've received in?

MR. CLYBOURN: The old revisions are current policy until today.

QUESTION: Right. So then we're going to tell the providers, effective October 1st this information is available --

MR. CLYBOURN: If you don't think your providers will need that information for reference purposes, I wouldn't send them. If you think they're going to need them for reference purposes, I would send them to them.

QUESTION: Okay. All right. Sounds good. Thank you.

THE OPERATOR: Thank you.

Our next question comes from [name] Clemmons.

QUESTION: It is actually Cynthia. We have a large group, and I'm from WPS Medicare Part B.

I have a couple of questions. One is in the business requirements. We've seen the business requirements listed several different ways. Sometimes it'll be a number, sometimes it'll be four X's and a dot one, two, three. Sometimes it will be the actual CR number with a dot one, number two. Is there a reason why there is a difference in those?

MR MARSH: The reason why there is a difference is, I guess, it is just a misunderstanding. Some of the analysts haven't yet been trained in business requirements. It should be a straight outline where that one business requirement, and if you have a sub section to that actual requirement, it would be 1, 1.1. If there is another separate requirement, it should be 2, 2.1, and so forth.

I can't account for the differences except that the people don't know exactly what to do because I've had a couple questions, exactly, the same that you just asked and I gave the same answer.

QUESTION: There was just some concern that they had seen it in the draft with the CR number there, and then when it came through with the X's, if it was actually the final copy. I think that was one of the things that brought it as a concern. Thank you for your answer on that.

I do have another question. Right now, as a carrier, we report to CMS on a quarterly basis. We go out to the website under the section that talks about the transmittals and the program memoranda and select those to find the program memoranda that are to be implemented during that quarter. How are they going to be listed now?

PARTICIPANT: As far as being implemented during our quarter?

QUESTION: Right. Right now we go out and look under "Transmittals" and "Program Memoranda" and we're supposed to select from that website every directive that was to be implemented in that quarter. We have to report on that. So, will all these one-time notices and so forth be out there, too, and we would be required to report on each separate one as a separate CR?

MR. CLYBOURN: This is Olen again. What you would have to do at this point is probably use the transmittal sheet. Anything we communicate, once again, we will have a transmittal sheet with. The one-time notification or the business requirement or whatever it is will be attached to that transmittal sheet.

QUESTION: Okay. So, will those be located out on the website in the same fashion that the program memoranda and transmittals are now?

MR. CLYBOURN: Yes. They're on there now.

QUESTION: Okay. Another question that I have is regarding implementation and effective dates. So, if we get a transmittal that has a revision to, say, the claims processing manual and we get it but it is going to be October 1st. Say we get it tomorrow and it has an effective date of January 1st, 2004, is it going to be replacing what is out there now and be out there now, or when is the actual manual going to be updated?

MR. CLYBOURN: Okay. Can you repeat that for me just a little bit more?

QUESTION: Okay. If we have a claims processing revision that comes out in a transmittal form in this new environment, if it has an effective date and implementation date on January 1st, 2004, we're going to get it three or four months early so that we can get it implemented. When is it going to show up out on the system?

MR. CLYBOURN: It would be actually updated on the system probably about two weeks after you receive your transmittal. For instance, the way the manual is going to be written, that policy in the manual, for instance Section 10 and your update in Section 10, Section 10 basically will not be overwritten. What the analyst is going to do at this point down here is more like an addendum to that section, stating this information goes in effect from this point. We will not overwrite that current policy because that policy is in effect until January. You will have an addendum, and somehow the transmittal is going to have to clarify that when you receive the transmittal, this information is Addendum 1 to Section 10, or something of that nature. It will not go in effect until --

QUESTION: So you can actually see the old and the new?

MR. CLYBOURN: Right. If you look at the old paper-based manuals, they did that years ago. They said, effective October 1st this information goes into effect. They looked on the manual again, said effective January 1st this information replaces that information. That is basically how you would see it.

The transmittal will actually say that, though, when we actually update the web copy, the chapter on the web would actually have the addendum with it.

QUESTION: I just have one more question. That is, in one of the claims processing transmittals, it was a one-time notification. So it was a transmittal. I don't remember the exact number, but it was the next one in the row. So I think we've had two or three of those. In the actual subject, it says "one-time notification" instead of "claims processing," but it is a Pub 100-4.

Shouldn't they say what area that it is coming from instead of "one-time notification"? Because we're getting so many things that say "one-time notification," it is kind of confusing.

MR. CLYBOURN: This is Olen. Does the one-time notification that you're talking about refer to Pub 100-4?

QUESTION: Yes.

MR. CLYBOURN: Both of them, the transmittal and the one-time notification?

QUESTION: Yes.

MR. CLYBOURN: What that one-time notification is basically telling you is that this information actually applies to Pub 100-4 but does not need to be manualized in Pub 100-4.

QUESTION: Okay. So it is not going to list that section, it is not going to list "claims processing" on your transmittal sheet, it is going to list "one-time notification." So you're going to have to know that 100-20 is one-time notification.

MR. HINSON: This is Jeff with Change Management. You just said 100-4 the transmittal was referring to. That means it is claims processing.

QUESTION: Right.

MR. HINSON: If it says 100-20, that is the one-time notification section of the manual.

QUESTION: Right. But it was a one-time notification for 100-4. And in the subject, it did not say "claims processing," it said "one-time notification," just like the 100-20s do.

MR. HINSON: Right. There can be a one-time notification, but it impacts the claims processing manual. That is what it is telling you. If it says 100-4, that is the claims processing manual.

QUESTION: So if it is a one-time notification for 100-4, on our transmittal sheet it is going to say "one-time notification" instead of "claims processing"?

MR. HINSON: Right.

QUESTION: Okay.

MR. CLYBOURN: This is Olen. Those one-time notifications for a specific manual such as that will be housed with that manual on the Internet, whereas the one-time notification on 100-20 will be housed in that pub number.

QUESTION: Thank you.

THE OPERATOR: Our next question comes from Gill Mansworth's office.

QUESTION: Hi. This is Kathy. I noticed in the presentation, it wasn't brought out, but it did say that there would be an exception, there would be free access and that provisions would be made for small businesses to continue to receive paper copies if they don't have access to the Internet. What are the requirements for that, and how do we go about sending in our requests?

MR. CLYBOURN: This is Olen. The first requirement, you do not have access to the Internet. That is Requirement 1, that you have no access to the Internet.

The second requirement, if you're a provider, for instance, you go to your servicing contractor and you let them know that you don't have access to the Internet. They get back with us and say, I need so many paper copies sent to this provider, if you were receiving paper copies from us in the past.

QUESTION: Okay. So, what we're going to do is when we send out our notification to providers about this, we are going to tell them to contact us if they do not have Internet access?

MR. CLYBOURN: Right.

QUESTION: Then we will notify whom?

MR. CLYBOURN: You can send it back to the feedback site or you can send it to -- this is Olen once again -- issuances@cms.hhs.gov, "issuances" with an S.

QUESTION: Do you have the name of a particular person? Because I can foresee --

MR. CLYBOURN: That goes to my mailbox. That is a mailbox I own and I go through it every day.

QUESTION: Okay. So you would be the person responsible for organizing this list of people that need to receive paper copies of manuals?

MR. CLYBOURN: Yes, I will. This is Olen once again. You will probably receive an e-mail notification like you do today through the ROADV notice and the CI electronic distribution list asking the same questions about who will need paper copies if they don't have Internet-Only access. We're actually going to be sending that out here very soon.

QUESTION: As far as the paper copies go, how soon after the Internet version or the FI contractor notification is received will the providers receive the paper copy?

PARTICIPANT: Six months.

MR. CLYBOURN: This is Olen.

QUESTION: I heard that.

MR. CLYBOURN: That wasn't Olen.

[Laughter.]

QUESTION: Probably telling the truth.

[Laughter.]

MR. CLYBOURN: We have some options we're trying to do at this point. What we're trying to do is to identify who actually is going to need paper copies. We're trying to set up a subscription with NTIS so they can make sure they can send the paper copies to the people that are not there.

We will send them the advance. I don't know how long it is going to take them to turn it. I know it won't be as long as it takes us, but we will send them. They get a copy of the notifications, and at that point they actually start converting those advance notifications into paper manuals.

So we will set up a subscription -- I believe that is where we're headed down the road -- once we find out who actually needs paper copies. I will be better able to answer you how long that will take once I find out how many people are going to need paper. I don't know that at this point.

QUESTION: Okay. I still have a question for brand new providers that are coming onto the system. Normally, we would give them paper copies of the manual at the time that they've submitted their enrollment and were approved. At this point, we would refer them to the website if they have Internet access. However, if they do not, I can imagine that they would be out there floundering for several months waiting for their paper copies of the manual to come in. Will there be any provision to supply the FI with a limited number of manuals, paper manuals?

MR. CLYBOURN: At this point, once again, once I find out what NTIS is going to do for us, they're the ones who are going to actually be the ones to consolidate the manuals into a paper manual. Right now, this is an Internet-Only thing at this point. We actually don't have paper manuals right now.

PARTICIPANT: I would just tell them, if they want to be a provider, get on the Internet.

QUESTION: You try telling them that.

PARTICIPANT: If they want to get in a $600 billion business, they ought to have a computer.

MR. NOCK: Olen, this stuff is in PDF, correct? So we can always forward an e-mail of a PDF to anybody and they can open it through Word itself. They don't have to have Internet access.

QUESTION: How are they going to receive it?

MR. NOCK: What's that? I think Adobe Acrobat is free.

MR HINSON: If they don't have Internet, they probably don't have a computer.

MR CLYBOURN: We also can e-mail a Word copy if need be.

MR HINSON: They would still have to have a computer.

MR. CLYBOURN: Until we can determine who actually needs paper, right now this is really difficult for us to say how long it is going to take to get somebody a paper copy because we haven't identified that audience yet. We're in the process of trying to get that established because we will make provisions for those that need paper copies. But until we find out how many that is, I can't say how long it is going to take us to get them a copy.

QUESTION: How do you want us to ascertain that providers do not have Internet access? Do you want them to sign an attestation sheet or should we just take their word for it, do an on-site visit? What do you want?

MR. CLYBOURN: Whatever is easiest on your part on that point. I'm taking everybody for their word. If they say they don't have Internet, I can't question that. I'm not going to question that.

All I'm looking for is the servicing contractors -- that is who I'm going to get the information from -- sending me the people's names who don't have access to the Internet. Whoever is on -- [bridge T1A to 1B.]

QUESTION: Did you say that all of the manuals have been converted to Internet? I didn't see a reference specifically for Publication 15-1 or 15-2.

MR. CLYBOURN: 15-1 and 15-2 have not been converted to the Internet. At this time, there is no plan to convert that to the Internet. Same thing with the regional manuals. 15-1, 15-2, the Provider Reimbursement Manual, has not been converted. However, when you actually go up on the Internet, we will have it so you can link to the PRM 15-1 and 15-2 from that page.

QUESTION: Are there any other manuals that have not been converted to the Internet?

MR. CLYBOURN: That have not or will not?

QUESTION: Have not, will not, either one.

MR. CLYBOURN: 15-1, 15-2 will not at this point, and the regional office manual will not at this point. Some of the Medicaid manuals -- I don't have the titles off the top of my head -- they will not be converted until January, is the time frame. January '04. You will still be able to access them via the CMS website because they're converted in HTML text at this point. It just hasn't been converted to the Internet-Only manual format.

QUESTION: Okay. You do understand that these manuals, the 15-1, 15-2, are used by providers and they will still need to get paper copies?

MR. CLYBOURN: Yes.

QUESTION: Thank you.

MR. CLYBOURN: We're very aware.

PARTICIPANT: One more question from here. Historically, on change requests if there have been corrections or updates, there has been no indication on the front sheet that it is a revised change request. What will happen is the second one will just be sent a month or so later, and until we start comparing word to word and we find the discrepancies are we aware that it is a change.

Will there be any indication when a revision to a change request is sent out that it is the revision and there is a change on the information that is being sent?

MR. CLYBOURN: This is Olen once again. For instance, manual instructions. All manual instructions, any changes to manual instructions, will all be identified with italicized font.

PARTICIPANT: I don't think you quite understand. For example, on this one-time notification, this 100-20 transmittal 2.

MR. CLYBOURN: Right.

PARTICIPANT: If there was an error identified after it was sent out, a month later a second one will come with no indication that it is an update to the previous one. So you think you're getting it again, so you kept the second one. Then you find out that it's different from the first one you received.

MR HINSON: If you look on the template, on the transmittal thing, there is a section that says "Revised" or "Deleted," that should be on there. Even on a correction it should come out that way.

MR MARSH: You're also still going to get the change request form, which should indicate. It should indicate in the title, too, but I agree it doesn't always do that. There is also a section that says whether it is a new CR, whether it is a correction, or whether it is a modification.

PARTICIPANT: So there will be some indication to state whether it is a correction?

MR. CLYBOURN: Let me clarify. This is Olen again. Like I mentioned earlier, everything we communicate to you will have a transmittal sheet. At one time in the past you received PMs that were not accompanied by a transmittal sheet. The transmittal sheet is telling you what we changed. It has a summary of changes of everything we communicate. So the transmittal sheet is going to tell you what changed on that CR.

PARTICIPANT: Okay. Thank you. Next call.

THE OPERATOR: Our next question comes from Doris Hernandez.

QUESTION: Yes. This is Bridget [name] in Montana. I've noticed some that have come with one-time special notifications. Is there some significance to that?

MR. CLYBOURN: That was the old template, that special. It should have been taken off before it got communicated. This is Olen once again.

You shouldn't see that anymore. That should have come off.

QUESTION: Okay. Great. Thank you.

PARTICIPANT: Name that one.

[Laughter.]

QUESTION: You mentioned that when it is a business requirement there won't be a subject line.

MR. CLYBOURN: On the actual template. No, there is no subject line for the business requirement on the business requirement template.

QUESTION: Just for us or something?

MR. CLYBOURN: I don't quite understand the question. Can you clarify?

QUESTION: Why would there be no subject line?

MR. CLYBOURN: That was one of the ways we designed that template.

MR HINSON: The business requirement is like Section 2. There is a background up front, so that kind of tells you. The requirements are just one thought, one idea, one-sentence requirement of what needs to be done. It just goes right into the place. There's an A, B, and C section, the background, policy, provider education, and then the requirement. So that is the title.

QUESTION: So, if it is something we need to communicate to our providers, we would just put the subject line in our own?

MR HINSON: You can use the background information of the business requirement.

QUESTION: Okay.

MR HINSON: If it comes out as a confidential business requirement, that means that is for you guys.

QUESTION: Okay. All right. Thank you.

MR HINSON: You're welcome.

THE OPERATOR: Thank you.

Our next question comes from Brenda Houston's group.

QUESTION: Going back to the small providers that are going to get paper copies, Mutual of Omaha took part in the proposal for the ultimate distribution of Paper Copy Newsletter Initiative. So we currently have a history or a list of those providers that do not have Internet access.

MR CLYBOURN: Okay.

QUESTION: Could that just be forwarded on to someone at CMS? Then we do about every six months or so a reregistration attempt. So I would think for our providers, we would probably in our next announcement, maybe, advertise that they'll not be getting transmittals that way for the providers that normally get those paper copies. We already have a mechanism in place, as should probably a lot of other contractors that signed up for that initiative.

So, would you just like that? We have it in Excel format, so it could be sent to CMS.

MR. CLYBOURN: Right. First of all, could you send it to the issuances@cms.hhs.gov mailbox.

QUESTION: Yes, we can. That's fine.

Then, real quick, somebody made a comment that it might take quite a long period of time for those folks that are going to get the paper copies, those small providers. A lot of those transmittals, though, have information in them that came out in change requests that were in a newsletter to begin with that have gotten those months ahead of time. So there may not be as big of an issue with the delay. If it wasn't in the newsletter previously, then you may have some problems there.

A lot of those transmittals, that data was already sent out in a newsletter request by CMS. Just kind of a food for thought there.

MR. CLYBOURN: This is Olen. I have a question for you.

QUESTION: Okay.

MR. CLYBOURN: That list that you're talking about of providers, is that fairly lengthy?

QUESTION: We service about 6000 providers, and we have right now about 480 signed up.

MR. CLYBOURN: Okay. That ain't too bad.

[Laughter.]

QUESTION: About a fourth of those could be removed. We know they do have Internet access, but we took their word for it when they signed the attestation.

MR. CLYBOURN: If they have Internet access, they have to pay us a fine if they get paper copies.

QUESTION: Oh, I'll be sure to put that in the next --

[Laughter.]

QUESTION: Okay. That's all I had. Thank you.

I think somebody else here, though, had something. Oh, that's it for Mutual of Omaha.

MS. ROULAC: Thank you. Next call.

THE OPERATOR: Thank you.

Our next question comes from Linda Tantillo's [ph] office. You may go ahead.

QUESTION: Linda Tantillo at Kansas City Regional Office.

MS. ROULAC: Thank you.

QUESTION: Some of my questions have already been answered, but one thing that I would like to know is, will this be conveyed to us the same way? Is it through the Change Management system?

MR HINSON: Yes. The Change Management process has not changed. You'll still get everything through the PSE review process. The formats will change, basically, is all you will see.

QUESTION: Okay. That is what it was looking like.

One more thing. When I tried to access the website, I had to take the HHS out of it to get these materials, for whatever reason. Every time I put cms.hhs.gov, I got kicked out.

MR. CLYBOURN: I will look into that for you.

QUESTION: Okay.

MR HINSON: Maybe you know something we don't know.

QUESTION: I don't know. Yes, it may be something wrong with my computer.

Thanks. That's it. Oh, wait.

QUESTION: This is Karen Miller. Have you guys done testing to see if this thing is going to crash when everybody starts accessing it?

MR CLYBOURN: Good question. In actuality, this system has been out there almost for three years at this point. We had eight manuals people were using for the last three years up on the site. All we did was basically add an additional eight more manuals at this point to the site.

QUESTION: Are the ROs going to have access to it through the Intranet?

MR. CLYBOURN: The ROs, yes.

QUESTION: It'll be the same link as everybody else?

MR. CLYBOURN: Yes. The ROs basically have the same, just like being in CMS itself. So it is not a problem for the ROs. The ROs will be able to access it just like any person in the Central Office.

QUESTION: And provider and contractor?

MR. CLYBOURN: Provider and contractor will just go up and type that www.cms.hhs.gov/manuals and access that page.

QUESTION: So if the system is slow, it is going to be slow for everybody?

MR. CLYBOURN: Yes.

QUESTION: Okay.

MS. ROULAC: Thank you.

THE OPERATOR: Thank you.

Our next question comes from Marlene Coshell's [ph] office.

MS. ROULAC: You may go ahead.

QUESTION: Yes. This is [name] Kennedy in the Chicago office. I wanted to make a comment. I'm a part of the CD-Rom Initiative, and we're telling the contractors who are involved with this to make sure that they have two percent paper fee schedule to the providers who don't have Internet access. So maybe we can do something like that. Maybe you can get with Pat Gill and she can explain more about that.

PARTICIPANT: Okay.

MS. [name]: This is Chrissy from Provider Communications. Can you repeat what you said? I think I missed a portion of that.

PARTICIPANT: Hello?

QUESTION: Yes. I was speaking on the CD-Rom Initiative where we're getting ready to put that fee schedule out for the provider community on the CD-Rom. We're making sure that the carriers who were awarded this contract, that they have at least two percent paper to go out to the providers who are saying that they do not have Internet access.

MS. STILLWELL-DEANER: I'm not sure that I'm the right person to be answering that. I was thinking that you were talking about the alternative distribution of the bulletins or newsletters. I know that some people are involved with CD-Rom distribution through that initiative.

I guess the fact that we would say at this point would be to sort of check into that. Pat Gill, correct?

QUESTION: Correct.

MS. ROULAC: I don't think we have the person in the room at this time who can properly respond to your question, but we will follow up on that question on the next call.

QUESTION: Right.

MS. ROULAC: Did you have another question?

QUESTION: No.

MS. ROULAC: Okay. Thank you.

THE OPERATOR: Thank you.

Our next question comes from Suzanne Ladora's [ph] office.

MS. ROULAC: You may go ahead. Hello?

QUESTION: Yes. This is Sabrina Holloway with First Coast Service Options. We went out on the CMS main system today and we noted that all of the publications are not available for viewing and printing. Will this be updated by tomorrow, 10/1?

MR. CLYBOURN: October 1st.

QUESTION: Okay. We have another question. On the paper-based manuals, you had indicated that we could go to the paper-based manual and that it would give us a crosswalk to the new manual, to the online manual, correct?

MR. CLYBOURN: This is Olen. That's correct.

QUESTION: Okay. So the paper-based manual will not be updated, it will not have updated information, so we should only use that as a crosswalk, is that correct?

MR. CLYBOURN: That's absolutely correct. The paper-based manuals are going to be updated until September 30th. The policy in the paper-based manual, that is the official policy of the agency at this point. So that information is still active until tomorrow.

However, I did tell you the table of contents will not be updated with the actual crosswalk until October 17th.

QUESTION: Okay, but some of the manuals have the crosswalk now, right? You're saying all of them won't have the crosswalk until the 17th?

MR. CLYBOURN: Right.

QUESTION: Okay.

MS. ROULAC: Do you have another question?

THE OPERATOR: Yes. This question comes from Renee Richards.

QUESTION: Yes. We had a couple questions. The first question kind of hinges off of what you just talked about. The new 100 publication, is it safe to assume that it's current as of today?

MR. CLYBOURN: Yes. Olen.

QUESTION: Thank you, Olen.

Then, also on Slide 15 you mention continued Friday advance program instructions to contractors. Is that the only day of the week you'll be sending out instructions, or are you going to continue to send them out throughout the week?

MR. CLYBOURN: The only time we communicate throughout the week is if it's an emergency. The only time we actually communicate is on Friday.

QUESTION: We do get other communications on other days as well, sometimes on a daily basis.

MR. CLYBOURN: You're the second person that's told me that, and I don't know where that information is coming from. I told someone the next time this happens to send me a copy of it so I can actually see what it was communicated. The only day we communicate is Friday, unless it's an off-cycle emergency release.

QUESTION: Are you talking just CR or are you talking JSM?

MR. CLYBOURN: I'm talking just CRs, not JSM. They could happen every day.

MR MARSH: Every day.

MR HINSON: Every day.

QUESTION: That's right. And so, back to the continued Friday, is that going to be just for CRs and we're going to continue to get JSMs?

MR. CLYBOURN: The JSM process, basically, I don't own that process. That is something they need to get out right away. That's why they use a JSM. JSM is really isn't supposed to have much information that impacts manuals. Hopefully, they won’t start using it that way.

QUESTION: So the JSM is not going to have anything to do with this process?

MR. HINSON: That is correct. This is Jeff.

PARTICIPANT: [Off mike.]

QUESTION: I'm sorry. I didn't hear you.

MR. HINSON: The JSM process is not going to change at all. You can get them any time, any day.

QUESTION: Okay.

MR. HINSON: All day long.

[Laughter.]

QUESTION: I think that's about all we have for now. Thank you.

MS. ROULAC: Operator, how many calls do we have in queue right now?

THE OPERATOR: We have 11 parties in queue for questions.

MS. ROULAC: If we can try to limit the number of questions to at least two so we can try and get through all of these calls, that would be appreciated. We can take the next caller.

THE OPERATOR: Our next question comes from Jerry.

QUESTION: This is actually Joanne from WPS in Minnesota calling. I work in the appeals area. In our decision letters, we're required to cite the applicable manual sections. Currently, we cite the Medicare carriers manual often.

So my first question is, what is the official title of the new manual? Will it simply be "Claims Processing Manual" or is it "CMS Claims Processing Manual"?

MS WALKER: The correct title is the "Medicare Claims Processing Manual."

QUESTION: Okay. Thank you.

My other question is, since this is going to be effective tomorrow, October 1st, but not all the crosswalks will be up until the 17th, what date will we be required to use the new manuals in our decision letters?

MR. CLYBOURN: October 1st. This is Olen. The old policy and the old paper-based manual will not be current.

QUESTION: Okay. So if for some reason it's not updated, we probably need to hold those until we can get the proper crosswalks?

MR. CLYBOURN: You're saying if it is not updated, can you clarify?

QUESTION: You said that not all the crosswalks will be updated until October 17th.

MR. CLYBOURN: That is just the crosswalk. The information in the manual, the policy is updated.

QUESTION: So we'll have to search for it ourselves?

MR. CLYBOURN: If you don't know where it is, you can contact my office and we'll try to help you out.

QUESTION: Okay. Thanks. That's it.

MS. ROULAC: Thank you. Next call.

THE OPERATOR: The question comes from Shirley Parent's [ph] office.

QUESTION: Hi. This is Shirley Parent. That question answered my question.

MS. ROULAC: Thank you. Next call.

THE OPERATOR: Thank you.

Next question comes from Jimmy Chaney's [ph] office.

QUESTION: Actually, this is Gary Gerbert [ph], and the question that I have relates to the text of the manual. Looking inside the manuals themselves, in the section there is a description of the section. Then, in parentheses, we have the revision number and the date. The date looks like it is the issue date for the revision. What is the logic behind putting in the revision date as opposed to, say, the effective date of the particular provision?

MR. CLYBOURN: That lets you know when that information was actually placed in the manual.

QUESTION: Wouldn't it make better sense just to put the effective date in there so we know what the effective date of that provision is? Or both?

MR. CLYBOURN: I haven't even thought about putting both in there. I just know the revision date is the date we communicate. If we were to update that section, it would tell you the date we updated that section because we would put a new revision date. I have not thought about adding an effective date for that section.

A lot of the information in these manuals are basically ongoing, current policy. That information could just change a sentence or two, versus the whole paragraph. That policy, I can't say this is effective January 1 if that information was effective for two years from now. So we use the revision date to let you know when was the last time we updated that section.

QUESTION: Okay. Thank you.

THE OPERATOR: Thank you.

Our next question comes from Cathy Borden's [ph] office.

QUESTION: This is Katie Beard with Trailblazer Health Enterprises. My question deals with, are we still receiving sign-offs from these one-time notifications?

MR. HINSON: Sign-offs? I don't know what you mean. This is Jeff.

QUESTION: The CRs, we always would receive the sign-offs.

PARTICIPANT: Gregory Carson.

QUESTION: Gregory Carson.

MR. HINSON: Are you talking about joint signature letters?

QUESTION: No.

MR. HINSON: Yes, they go through the same Change Management process, and they come through the Medicare Change Control Board. They're all signed off up the line.

QUESTION: Okay. My second question, we were earlier told that the information would be red, italicized, the changes. Some of us travel a lot and everything, so we make paper copies to take with us to go over. Is there not going to be a red line to identify the areas as well as the red font, which of course won't show through on the paper copies?

MR. CLYBOURN: This is Olen. The reason we put it into italics is so you could see that that text is different.

QUESTION: Okay. So there will never be an italicized piece of information that will say italicized?

MR. CLYBOURN: Unless it is changed information.

QUESTION: Okay. Thank you.

MS. ROULAC: Thank you. Next caller.

THE OPERATOR: The question comes from Jennifer Iden's [ph] office.

QUESTION: Yes, this is Jennifer from NHIC, Part B. I had a question regarding, for example, the claims processing manual and the eligibility entitlement manuals now are Part B, Part A, Hospice, all of those are combined. Is there an easy way to identify whether it is Part A or Part B within the manuals themselves?

MR. CLYBOURN: This is Olen. The way the contractor actually structured the manual, he just broke it down by, this is FI, FIs should do this, providers should do this, contractors do that, type of information.

As far as breaking it down by Part A, Part B, can anyone else here answer that question? I have not seen that in the manual where it is broken down that far.

QUESTION: Okay. So we would just look for contractor versus intermediary?

MR. CLYBOURN: It states that in the manual. This is for FI, this is for contractors, this is for providers. We broke it down like that.

QUESTION: Okay. Thank you.

I just had one quick question. What type of search engine is available?

MR. CLYBOURN: We're using an advanced Google search engine with an advanced search on it, exactly tied to the manual page itself. It doesn't search outside the manual pages.

QUESTION: But within all of the publications, within all 20?

MR. CLYBOURN: The 20, and at this point we still have them searching on the old paper-based and the transmittals and the program memoranda. At this point. Eventually, we'll probably segregate it just to the new CMS manuals. At this point, they've got them searching those four boxes.

QUESTION: Okay. Thank you.

THE OPERATOR: The next question comes from Connie Winrit [ph.]

QUESTION: Hi, Olen. This is Connie from HGSA. You had been talking about this crosswalk. Are you going to notify us how long that is actually going to be available? Because we, too, had internal documents that we're going to need to start changing some of the MCM sections over to the new Medicare Claims Processing Manual sections.

MR. CLYBOURN: Right. This is Olen. When you say how long it is going to be available, could you explain or clarify?

QUESTION: The crosswalk that you're talking about for the old paper manuals, it is still on the web. You say it is going to be available possibly a year, possibly two years. Are you going to come out with anything definite?

MR. CLYBOURN: Yes, once we actually pull that information off the website and archive it, we will send an e-mail notification or maybe a one-time notification out to the world letting them know that the paper-based manuals are going to be officially retired.

Right now, we have got them up there. We kept them up there because there are some paper-based manuals that are still current policy that is going on. The ones that are retired, there is a transmittal sheet with them stating that that information retired and has gone to the new Internet-Only manual system.

QUESTION: But the crosswalk itself.

MR. CLYBOURN: The crosswalk itself.

QUESTION: Are you going to give us a lead time to say, in six months we're going to get rid of the crosswalk so that all carriers and intermediaries and everybody that uses those can make sure that all of their internal documents are updated with these new manuals? Because it is going to take some time.

MR. CLYBOURN: This is Olen again. We do not plan on pulling the crosswalk down for several years.

QUESTION: Okay.

MR. CLYBOURN: You would definitely get some advance notification when we pull it down, if it ever comes down. There is no guarantee the crosswalk is going to come down.

QUESTION: Okay.

MR. CLYBOURN: The paper-based manuals themselves may come down.

QUESTION: Okay. Can you tell us, is this going to affect FOIA at all? Because right now we do receive inquiries from providers asking for sections of the MCM, for example. We will actually send it or tell them where to go to find it. Is that still acceptable?

PARTICIPANT: Yes.

QUESTION: Instead of referring them to you?

MR MARSH: It has always been acceptable. They can go to a library or anything else and look through the manuals. So anything that is confidential we won't put in the manual.

QUESTION: So that also means that those confidential business requirements will not be posted to the Web?

MR MARSH: Absolutely.

QUESTION: Okay.

MS. ROULAC: Thank you. Next call.

THE OPERATOR: Thank you.

Our next question comes from Pamela Kanawyer [ph] office.

QUESTION: Hi. This is Pam Kanawyer in the Dallas Regional Office. Is the October 9th call basically the same call, other than the individual questions?

MS. ROULAC: Yes. The October 9th call is going to just be for follow-up -- [inaudible.] We'll answer those questions on the 9th -- [inaudible] -- get any questions answered --

QUESTION: You're really breaking up. You might want to say all that again. We couldn't catch all of that.

MS. ROULAC: For some reason, it appears we're getting feedback. The October 9th call is going to be a follow-up call to this one. We will address any questions that we were not able to answer today on that call.

Also, during the next week or so, any questions that may come in, we will address those questions on the call as well. If we have any announcements at that time, we'll address that on the call as well.

THE OPERATOR: Thank you.

Our next question comes from Beth [name]'s office.

QUESTION: Yes. On occasion, we have the opportunity to look at draft program memoranda or other manual transmittals. Will that opportunity still exist under this new environment?

MR. HINSON: This is Jeff from Change Management. If you're receiving draft change requests now, you will continue to receive them in the future.

QUESTION: Okay. Thank you.

THE OPERATOR: Thank you.

Our next question comes from Mary Fisk's [ph] office.

QUESTION: This is Sheryl Caldwell in Kansas. I just wanted to make sure that this process is also going to be replacing the program memoranda.

MR. CLYBOURN: This is Olen. Program memoranda. Basically September 30th is the last day we should ever send you one. Let me clarify that. We could have a couple program memoranda out within the pipeline that you may receive for the January release time frame. So you may receive a PM.

MR. HINSON: This is Jeff at Change Management. We're really trying to hold down. After today, I don't think we'll see any more program memoranda that will come out. So they're gone.

MR MARSH: At least, not through the Change Management process.

MS. ROULAC: Thank you.

MR HINSON: You'll still get a lot of joint signature memos.

MS. ROULAC: Did you have another question?

THE OPERATOR: Yes. Our next question comes from Jill Monroe's office.

QUESTION: Hello. We're from the Denver Regional Office. I was wondering if all the questions that are being asked here today are being captured, and will they be posted on the FAQ website?

MS. ROULAC: This is Hazeline. The call is being transcribed. We will determine if any of the questions are appropriate to go up on the website as frequently asked questions.

QUESTION: Great. Okay, thanks.

MS. ROULAC: You're welcome.

THE OPERATOR: Thank you.

Our next question comes from Karen Turner's office.

QUESTION: Actually, our question was asked and answered already.

MS. ROULAC: Okay. Thank you.

THE OPERATOR: Thank you.

Our next question comes from Frank Camozzi’s [ph] office.

QUESTION: This is Frank Camozzi in the San Francisco region. We have two issues. One is that you keep talking about a crosswalk, and we can find the crosswalk from the new manual section to the old manuals, but we can't find the crosswalk from the old manual to the new manual, and that is going to be very important. Is that not yet on the web?

MR. CLYBOURN: Some of the old paper-based manuals have it at this point, but the rest of them won't be up there until October 17th.

QUESTION: Okay. So when they have it, when you're on the old site, it will give you the new site?

MR. CLYBOURN: For instance, if you went to the hospital manual at this point, that would take you where all the information moved to the new manuals.

QUESTION: Paragraph by paragraph? Or, how does that work?

MR. CLYBOURN: Chapter by chapter.

QUESTION: Just chapter by chapter, not more specific?

MR. CLYBOURN: It actually takes you by section.

MS WALKER: Section by section.

QUESTION: Section by section, okay. Thank you.

The second issue is, you were commenting to someone about appeals language, that they should be including the new manual starting tomorrow. I think you need to really check with the people in Baltimore who handle appeals and correspondence because I don't think that is realistic. We would not expect that in our region, that the contractors would do that by tomorrow. A lot of that is canned language in the system and it has to be reprogrammed.

I think you need to address that on the 9th, but I think you need to check with each of the staff at Appeals and Bene Correspondence and Provider Correspondence and other areas before you make that decision.

MR HINSON: That is through the NTIB as October 1st. The MCCB is October 1st, that the new manual is up and running. It has gone all the way to the top.

QUESTION: I realize that, but there is nothing instructing the carriers to use the new manuals in their correspondence starting tomorrow. I'm just being realistic here. I'm not questioning that the new manuals have been cleared, but using the new manual sections, I don't see where we've got that in writing. That is just a word of caution.

MR HINSON: The old manual is no longer in effect as of tomorrow, so what is your policy?

QUESTION: If we were asked, we would say use the old manual until you can get your changes in your system. Again, I think you need to visit that with the various organizations back there that handle appeals and correspondence.

PARTICIPANT: Okay.

MR Clybourn: Thank you.

Our next question comes from Cindy Gay's office.

QUESTION: Hi. This is Cindy Gay, Empire, New Jersey. Going a little further with the appeals paragraph and references that we need to make to get changed, is there a standard format that we should be using in our letters as far as referring to the new publication?

MR. CLYBOURN: Ma'am, I'll have to get back with you on that. I can't answer that at this point. This is Olen speaking.

MS. ROULAC: Operator, how many more minutes do we have left in the call?

THE OPERATOR: We have two more parties in queue, ma'am.

MS. ROULAC: How many minutes do we have?

THE OPERATOR: At this time, the call has run over. We're going into 2:00 -- we're going into two hours.

MS. ROULAC: We're going to have to end the call here. I do apologize for those whose questions we were not able to take. What I would recommend is, Olen is going to suggest to you how to get your questions to him.

I just want to let everyone know that the next call is October the 9th at 1:30 Eastern time. Within the week, sometime this week, we will be posting to the MedLearn website a brochure that will give you more information about the Internet-Only manual. Within the next couple of weeks, we will be posting frequently asked questions. Some of the questions that were asked today possibly will be included in those frequently asked questions.

Olen, did you have anything else you wanted to add?

MR. CLYBOURN: If you need to send us some information when you actually start using the new manuals, send the information to the site feedback site so we can get back with you on it. If you have some particular questions you would just like to ask, you can send it to the issuances@cms.hhs.gov mailbox.

MS. ROULAC: I want to thank everyone for participating on the call. This ends the call for today.

THE OPERATOR: Thank you. This concludes today's teleconference. All participants, please disconnect at this time.

[Whereupon, at 2:51 p.m., the teleconference concluded.]

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